

**Data Analysis**

The survey used weighted analysis to generate national and state data estimates. As such, the analysis uses the responses from the 8,433 library outlets from which a completed survey was received to estimate to all public library outlets (minus bookmobiles and books by mail) in the aggregate as well as by metropolitan status designations. The same process is used for analyzing and estimating state level data. The key difference is that the weighting process is limited to the metropolitan status and aggregate library designations for the state. The data reported have a margin of error of plus or minus 2.0 percent.

<b>Figure 1: Public Library Outlets and Survey Responses by Metropolitan Status</b>		
	<b>Responding Facilities as a Proportion of Survey Respondents</b>	<b>Facilities as a Proportion of National Population</b>
<b>Metropolitan Status</b>		
Urban	18.1% (1,529 of 8,433)	17.2% (2,890 of 16,745)
Suburban	33.4% (2,819 of 8,433)	34.8% (5,833 of 16,745)
Rural	48.4% (4,085 of 8,433)	47.9% (8,022 of 16,745)
Overall	<b>100.0%</b> (8,433 of 8,433)	<b>100.0%</b> (16,745 of 16,745)
Overall Response Rate = 86.5%*		
*This response rate is calculated based on sampled library responses to the survey. Additional surveys from libraries that are Bill & Melinda Gates Foundation Opportunity Online hardware and broadband grant recipients were also used in the data analysis; these libraries participated in the survey as a grant requirement.		

**National Branch Data Tables**

This report section provides the national branch (outlet) level data and descriptions. The presentation is divided into key areas of public access, technology infrastructure, Internet-enabled services, and employment and E-government.

**Public Access and Availability**

<b>Figure 2: Public Library Outlets Change in Hours Open by Metropolitan Status</b>				
	<b>Metropolitan Status</b>			
<b>Hours Open</b>	Urban	Suburban	Rural	Overall
Hours increased since last fiscal year	3.8% (n=102)	5.8% (n=319)	6.9% (n=528)	6.0% (n=949)
Hours decreased since last fiscal year	31.7% (n=850)	17.1% (n=939)	9.5% (n=734)	15.9% (n=2,524)
Hours stayed the same since last fiscal year	64.5% (n=1,729)	77.1% (n=4,233)	83.6% (n=6,439)	78.1% (n=12,401)
Weighted missing values, n=635				

The percentage of libraries reporting decreased hours open rose again this year, from 14.5 percent to 15.9 percent (Figure 2). However, the change is not as drastic as it was between 2008-2009 and 2009-2010, when the percentage of libraries reporting decreased hours jumped from 4.5 percent to 14.5 percent. Urban public libraries saw the largest reductions in hours (-8 percent) compared with suburban and rural public library outlets. The number of public library outlets reporting increased hours held relatively steady, with only a .6 percent decline.

<b>Figure 3: Public Library Outlets Offering Public Access to the Internet, by Metropolitan Status</b>				
<b>Metropolitan Status</b>				
Urban	Suburban	Rural	Overall	
99.5% (n=2,746)	99.4% (n=5,628)	99.3% (n=7,779)	99.3% (n=16,153)	
Weighted missing values, n=248				

Virtually all public library outlets (99.3 percent) provide public access to the Internet (Figure 3). This figure continues to increase slightly across-the-board; the 2009-2010 survey reported that 99.0 percent of libraries provided access.

**Figure 4: Public Library Outlets as the Only Provider of Free Public Internet and Free Public Computer Access by Metropolitan Status**

Free Public Access	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Yes	47.6% (n=1,281)	61.0% (n=3,383)	72.8% (n=5,648)	64.5% (n=10,312)
No	35.7% (n=960)	24.4% (n=1,353)	18.2% (n=1,413)	23.1% (n=3,727)
Do not know	13.8% (n=370)	11.9% (n=662)	6.3% (n=487)	9.4% (n=1,519)
Other	2.9% (n=77)	2.7% (n=149)	2.7% (n=212)	2.7% (n=438)

Weighted missing values, n=157

As Figure 4 shows, fewer libraries (64.5 percent) report that they are the only provider of free public Internet and computer access compared with 66.6 percent last year. Consistent with previous studies, rural libraries report that they are the only provider of free public access more frequently than urban and suburban public libraries (72.8 percent as compared to 47.6 percent and 61.0 percent, respectively). The largest change occurred with urban libraries, which reported that 53.6 percent of these outlets are the only provided of free public Internet and computer access in 2009-2010 (-6.0 percent this year).

#### ***Public Access Technology Infrastructure: Availability, Replacement, Support, & Use***

**Figure 5: Number of Public Access Internet Workstations, by Average, Average Age, and Metropolitan Status**

Average Age	Metropolitan Status			Overall
	Urban	Suburban	Rural	
Less than 1 year old	11.6 (n=627)	8.6 (n=1,599)	4.1 (n=2,748)	6.5 (n=4,975)
1 year old	15.6 (n=667)	6.9 (n=1,510)	4.0 (n=2,098)	6.9 (n=4,276)
2 years old	13.2 (n=822)	8.3 (n=1,862)	4.4 (n=2,650)	7.1 (n=5,334)
3 years old	13.2 (n=907)	9.1 (n=1,995)	4.5 (n=2,731)	7.6 (n=5,632)
4 years old	13.7 (n=756)	8.2 (n=1,680)	4.2 (n=2,379)	7.1 (n=4,815)
5 years old	14.1 (n=654)	9.2 (n=1,626)	4.5 (n=3,056)	7.1 (n=5,337)
Overall	28.0 (n=2,319)	19.6 (n=5,081)	9.6 (n=7,269)	16.0 (n=14,669)

As in previous years, urban libraries have more workstations (28.0) than suburban (19.6) and rural (9.6) libraries, and few computers were added to rural libraries in the past year (the average was 9.2 in 2009-2010)(Figure 5). It is encouraging to see that the average number of computers in each age category increased this year, a reversal of the declines seen in all but two categories between the 2008-2009 and 2009-2010 surveys. In addition, libraries reported more new computers this year (6.5 workstations less than 1 year old) than in 2009-2010 (4.6 workstations less than 1 year old).